

**Verizon New England Inc.  
d/b/a Verizon Massachusetts**

**Commonwealth of Massachusetts**

**D.T.E. 03-63**

**Respondent:** John Conroy  
**Title:** Vice President

**REQUEST:** Department of Telecommunications and Energy, Set #1.

**DATED:** June 25, 2003

**ITEM:** DTE-VZ/SETB 1-2 Refer to lines 9-13, identifying the costs from the Relay Services and Disabilities Access Programs. Please provide a copy of the current contract that identifies the costs of the relay services program. In addition, provide any contracts defining the costs associated with the items listed on lines 11-13 (Outreach, Education and Administration; Quality Monitoring; and Specialized Customer Premise Equipment). Explain how the estimates in lines 9-13 were derived.

**REPLY:** Due to the voluminous nature of the requested contracts, the Company has only provided a copy to the Department. A copy will be made available for inspection by other parties at the Company's offices at 125 High Street, Boston, Massachusetts, at a mutually agreeable time.

An explanation of the estimates for each line follows.

Line 10 - TRS projections were based on historical usage data and rates included in the contract.

Line 11 - The outreach, education, and administration costs were projected based on historical levels of expense and current contracts for the services provided.

Line 12 - Quality Monitoring costs were projected based on historical levels of expense.

**REPLY:** DTE-VZ/SETB 1-2  
(cont'd)

Line 13 – Specialized Customer Premise Equipment costs were projected based on historical expense levels for all work associated with equipment distribution agents to order equipment, providing equipment to customer, training on use, and maintenance.

VZ # 2